

**INTERAGENCY OVERSEAS EMPLOYEE POSITION DESCRIPTION**

This document is used for regulatory purposes relating to the appointment and payment of public funds. False or misleading statements may constitute violations of such regulations. Prepare according to instructions from the Supervisor's Field Guide for Supervisors of Locally Employed Staff, Chapter 2 (3 FAH-2 H-440).

1. Post Kampala, Uganda	2. Agency Department of State	3a. OPS Job Code
3b. Post Job Number 358201-50009160		3c. Subject to Identical Position? If yes, provide total position number and list all additional post job number(s) in 3d. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

3d. Total Number of Positions 1	Identical Additional Post Job Numbers
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4. Post Position Title or Working Title (if different from official title) Supervisory Consular Specialist

5. Reason for Submission <input checked="" type="checkbox"/> <input type="checkbox"/> Implementation of SJD/FJD <input type="checkbox"/> Recertification of position description <input type="checkbox"/> Significant changes to existing position <input type="checkbox"/> Reorganization or reprogram of existing vacant position to position with different official title or occupational series - <i>provide OPS position Number and OPS Job Code for existing vacant position</i>
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6. Organizational Design	
6a. Office/section Consular	6b. First Subdivision
6c. Second Subdivision	6d. Third Subdivision

7. Certifications/Signatures			
7a. Employee	I acknowledge receipt of this description of my position duties and responsibilities.	<input type="checkbox"/> By checking this box, I, Vacant, certify that I am the individual submitting this document.	Date
7b. Supervisor	I certify that this is an accurate description of the duties and responsibilities of this position.	<input type="checkbox"/> By checking this box, I, , certify that I am the individual submitting this document.	Date
7c. Section Chief/ Agency Head	I certify that this is an accurate description of this position and there is a valid management need for this position.	<input type="checkbox"/> By checking this box, I, , certify that I am the individual submitting this document.	Date 8/18/2023
7d. HR Officer/ Mgmt. Officer	I certify that this is an accurate description of this position.	<input type="checkbox"/> By checking this box, I, , certify that I am the individual submitting this document.	Date

8. Classification Action and Certification - I certify that this position has been classified within established standards.

8a. Classification Center AFRCC	Official Title Supervisory Consular Specialist (General)	Job Series 1405	Grade FSN-10	Approver Name	Date Approved 9/19/2023
8b. GTM/OE	Official Title	Job Series	Grade	GTM/OE Name	Date Approved

8c. Recertification Reason						RCC/Approver Name		Initials/Date	
9. Post PD Review		Initials/Date		Initials/Date		Initials/Date		Initials/Date	
9a. Employee									
9b. Supervisor									
9c. HR/Mgmt. Officer									
10. Job Overview									
<p>The incumbent is the Supervisory Consular Specialist and serves as the in-house expert on the full range of consular services provided to United States citizens and local nationals, performing difficult and complex work.</p> <p>10a. Direct Supervisor of Position:</p> <p>Consular Chief</p> <p>10b. Position Directly Supervises:</p> <p>Six (6) LE Staff, 4 Consular Assistant Grade 7, 1 Consular Assistant (ACS) Grade 8, 1 Special Consular Services Assistant (IV and adoptions) Grade 8 from the American Citizen Services Unit and the Visa.</p> <p>10c. Indicate if the position has authority to obligate funds:</p> <p>No</p> <p>10d. Provide security access determination level, if required:</p>									
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11. Major Duties and Responsibilities (Include % of time spent for each duty, percentage totals must equal 100%):

Office Management

60%

As a supervisor, the incumbent is responsible for assigning LE Staff duties and responsibilities, writing the position descriptions (PD), work and development plans, and performance evaluations for all LE Staff in the Consular Section. Responsible for making sure that the PD accurately reflects the assigned work and responsibilities. Assists the Consular Chief in evaluating applications and interviewing candidates for vacant LE Staff positions. Responsible for having regular counseling sessions with all LE Staff to ensure they understand their duties and responsibilities and are performing them adequately. Must be able to address performance management progress and conduct issues when they arise. Is also responsible for identifying employee training and developmental needs, other career development opportunities, and recommending training and awards for LE Staff. The incumbent is responsible for assisting the Consular Chief with the budget and writing consular reports, including the Annual Consular Package. Writes diplomatic notes and cables on different consular issues in compliance with guidance from the Bureau of Consular Affairs (CA). Directs consular outreach programs and prepares consular information sheets, travel warnings, and public announcements. Plans the personnel schedule and is responsible for managing six LE Staff including assigning their duties and writing position descriptions, work development plans, and employee evaluations. The incumbent is the expert in diplomatic and official visa regulations and processing. Works with the Visa and ACS team to distribute work appropriately throughout all positions within the section increasing the operational effectiveness of the office. Incumbent is also expected to ensure efficiency in internal office procedures and to make improvements or changes as required, frequently without the need for approval from a supervisor. Provides guidance as needed to all consular staff, being a specialist in diverse consular affairs issues and processes. Incumbent is the primary LE Staff member responsible for writing, updating, and implementing consular Standard Operating Procedures (SOP). Additionally, works with the Consular Chief and Deputy Consular Chief in long-range strategic planning, such as planning for new space, obtaining needed staffing and equipment, and workflow improvement. Gathers and analyzes data for use management reports. Incumbent is the primary drafter of the annual Consular Package and works directly with consular management to ensure that it is fully completed on time. Maintains an awareness of inquiries from Congress, U.S. citizens, and host country nationals and escalates cases to Consular Officers, when appropriate. Drafts responses to Congressional correspondence. Corresponds directly with State Department offices on resources, administrative issues, and in seeking Department guidance on specific questions. The incumbent also coordinates with other sections of the Embassy in obtaining resources and services needed for the smooth operation of the section. This requires a high degree of good judgment and tact and effective communication skills.

American Citizen Services

20%

The incumbent shares the responsibility with the ACS assistants in being the primary point of contact for U.S. citizens seeking information on the services the Consular Section provides. Must know ACS regulations and procedures in accordance with the Department of State FAM, INA, and consular SOPs. Answers a wide variety of questions on procedures and policies related to the full range of ACS services. Coordinates with the ACS assistants to manage the ACS appointment schedule and staff workflow for routine services including passports, consular reports of birth abroad, and notarial services. The incumbent works with the ACS assistants to ensure that all emergency cases, including arrests, child abduction, crime victims, and death cases are handled in a timely and effective manner. While the ACS assistants and a Consular Officer will usually work directly with the clients to handle the cases, the incumbent should ensure that all

regulations are being followed. Incumbent should be familiar with details of all ongoing special ACS cases to be able to report on them to the Consular Chief and the Deputy Chief of Mission as needed. In cases of death, serious illness, arrest, detention, or welfare/whereabouts of U.S. citizens, the incumbent works with the ACS team to arrange appointments with Ugandan officials, lawyers, physicians, and police. As requested, incumbent may attend court or other local administrative proceedings relating to legal issues involving U.S. citizens. Such events can require after-hours work, interruption of normal work routines, and cancellation of leave. The incumbent must be familiar with both local and U.S. legal frameworks and regulations to be able to provide U.S. citizens with relevant information on Ugandan procedures with regards to police registration, marriage, divorce, or other legal activities. Ensures that ACS assistants provide accurate information on absentee voting, taxation, customs, and travel information to interested U.S. Citizens.

Visa Services (NIV and IV)

20%

The incumbent is the primary point of contact for LE Staff members handling correspondence and high-level external contacts seeking information on visa procedures, regulations, and policies. The incumbent must know NIV and IV guidance and regulations in accordance with the Department of State Foreign Affairs Manual (FAM), Immigration and Nationality Act (INA), and Ugandan immigration laws and regulations to respond to public inquiries. The incumbent works with the Visa assistants to manage the NIV appointment schedule and workflow. The incumbent is the Consular Section's primary point of contact for all issues with the Global Support Services (GSS) contractor and coordinates with GSS on the appointment schedule and call center inquiries. Responsible for updating the schedule to include spaces for emergency appointments and for giving the following day's schedule to the guards each day. The incumbent works with the Visa team to correspond with the National Visa Center on IV related issues, including congressional inquiries, expedited appointments, and other sensitive issues. They work together to manage the process of requesting IV numbers and opening IV appointments. Ensures that the IV workflow is smooth and efficient. The incumbent works with Consular Officers to train LE Staff on processing, annotating, and printing non-immigrant and immigrant visas and on implementation of new procedural guidance and system upgrades.

Note: This position description in no way states or implies that these are the only duties to be performed by Incumbent. Incumbent will be required to perform other duties as assigned by the Consular Chief.

Minimum Qualification Requirements

12. Knowledge

12a. Pre-hire (*Operational*)

Detailed knowledge of Uganda's policies, trends, and culture as they relate to U.S. immigration policy is required.

12b. Post-hire (*Organizational*)

General knowledge of the mission's organizational structure and policies of other federal agencies to provide advice, guidance, and direction to subordinates is required. In-depth and detailed knowledge of the organization, functions, and activities of consular unit. With this knowledge, the job holder is required to provide detailed advice to U.S. officials to assist U.S. citizens and provide guidance on visa procedures. Detailed knowledge of 7 FAM, 9 FAM, FAH, Immigration and Nationality Act, FSI training materials, online CA materials/guidelines, correspondence handbook, E-Diplomacy communities SharePoint forums and regional consular officer guidance. Detailed knowledge of consular processing, regulations and U.S. immigration law.

13. Education

Bachelor's degree in Social Work, Social Administration, Business Administration, International Relations, or Law is required.

14. Licensing/Certifications/Training

The incumbent must receive training in State Department regulation and policies on U.S. procedures on U.S citizen services and visa processing. On-the-job training is provided along with formal training opportunities. Completion of both mandatory and recommended Foreign Service Institute (FSI) Consular Training Division distance learning courses, workshops and conferences covering the full range of consular services is required. Mandatory and recommended training courses include: PC102, PC103, PC104, PC106, PC120, PC121, PC122A, PC122B, PC123, PC124A, PC128, PC129, PC300, PC401, PC402, PC406, PC440, PC441, PC542, PC544, PC545, PC548, PC451, PA451, PA318.

15. Work Experience

15a. Nonsupervisory:

Minimum four years of experience involving the application of an organization's regulations and laws, extensive public contact, customer service, or problem-solving experience is required.

15b. Supervisory:

The four years must include a minimum of one year of progressively responsible experience in managing operations and supervisory experience. A track record of effectively leading a performance and outcomes-based organization and staff and the ability to point to specific examples of having developed, implemented, and manage operational strategies for improvement.

16. Language Proficiency - List English and other host country language(s) proficiency requirements by level (1-5) for speaking, reading, and writing.

English:

Level 4 - Fluent; written/spoken, including the ability to translate

Host-Country Language: Luganda

Level 3 - Good working knowledge; written & spoken

Host-Country Language:

Host-Country Language:

Host-Country Language:

17. Pre-hire Skills and Abilities

The incumbent must demonstrate strong interpersonal skills, including discretion and sound judgment, and the ability to effectively communicate with a wide range of individuals and constituencies in a diverse community. The incumbent must have advanced analytical, evaluative, and objective critical thinking skills. Must possess the ability to compile information and prepare reports. The incumbent needs to have the ability to supervise and train employees to include organizing, prioritizing, and scheduling work assignments. The ability to organize and prioritize workload is critical. Good computer user skills (MS Word, Excel, Outlook) is required.

18. Post-hire Skills and Abilities

The incumbent needs to display strong organizational and management skills, intellectual skills, deep substantive knowledge of American Citizen Services (ACS), Non-immigrant Visa (NIV) and Immigrant Visa (IV) procedures and must be able to work in a high-stress, high productivity environment independently with little supervisory oversight. The incumbent is expected to exercise considerable judgment in dealing with consular inquiries, on the phone and in person, with regular clients and high-level contacts; must judge the qualities of each individual case noting any irregularities; must be able to judge the amount of detail that is required for individual applicants under a wide range of circumstances and reports all fraud or potential fraud to the Fraud Prevention team. Must be able to use Consular applications such as NIV, IV, INK, ACS and CCD.

19. Special Work Environment & Conditions

The position demands a significant level of mental work and moderate stress may result from several competing demands within a very short time frame or shifting and changing priorities.

20. Post PD Review Notes (*FOR HR USE ONLY*)



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1. Post – Please type the post name.
2. Agency – Please type the agency name.
3. This section deals with the numbers found in OPS, on the individual employee's document and internal management of identical additional positions. It is an important internal control for position management.
- 3a. OPS Job Code: This number is generated by the OPS System and is linked with the MClass system. This block will be completed by the Post HR Office for existing positions or by checking on MClass for new positions once positions are classified.
- 3b. Post Job Number: This column should contain the OPS assigned position number or post position number recorded in MClass.
- 3c. Please indicate if the classification will be assigned to multiple (identical additional "IA") positions.
- 3d. Total number of identical positions - Please state the total position numbers that are assigned to the position's MClass record. Identical post job numbers should be listed in this section. If space is insufficient to list all identical post job numbers, please provide details in the organizational chart.
4. Post Position Title - This is used when the official position title in MClass differs from the more common title found in the host country. If there is no position working title, please leave this blank. The position working title will also appear in OPS.
5. Reason for Submission - please select the appropriate reason for submission. Please provide additional information when prompted.
6. Organizational Design - listing the office, section, and unit where the position is located.
7. Certifications/Signatures - Since this document is used for regulatory purposes relating to the payment of public funds, each stakeholder is required to acknowledge or certify, and sign.
8. Classification Action and Certification - This is completed by the RCC annotating the Official Title, Job Series and Grade of the position. The date is the date that the position was either approved or recertified in the MClass system. When there is a formal appeal of the classification performed by the RCC, the final decision from GTM/OE and/or USAID will be annotated here with name/initials.
- 8c. PD Recertification - Post to provide reason (e.g., PD is more than 5 years but still valid, or some changes reflected in the PD are not significant for reclassification). RCC provides the recertification official and date upon updating/uploading the revised PD in the MClass.
9. Position Description Review - This section documents the local reviews/updates performed at the Post level that are not sent to the RCCs. Refer to the most updated policy aid or contact respective RCC for additional clarification on minor changes at Post Any change to a PD must be reviewed by the employee, supervisor and Management Official (see 7 for explanation for Management Official).
10. Job Overview - This is a brief statement explaining the overall purpose of the position. This statement will appear in the vacancy announcement when the position is advertised. It should be concise, no more than 2 paragraphs, and be in plain language that can easily be understood by internal and external applicants.
- 10a. Direct Supervisor of Position: This a brief statement explaining who the direct supervisor of the position is; the level of oversight that will be used and how the work will be reviewed.



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- 10b. Position directly supervises - When applicable, provide a brief statement regarding whom the position will supervise. Please explain how that will be done. For example, will provide daily guidance, approve/disapprove leave, take part in hiring decisions; provide recommendations to disciplinary actions, counsel employees and be the rater for performance reviews.
- 10c. Authority to obligate funds. If the position will have the authority to obligate funds, please select yes. If not, select no.
- 10d. No choice is needed here for LE Staff position as a local security certification is the default security access requirement for LE Staff position. If there is a reason requiring a higher security access determination, please consult with the Post Regional Security Officer and the Office Personnel Management's Position Designation Automated Tool (PDT), and subsequently indicate the appropriate level required by selecting one of the drop-down options.
11. Major Duties and Responsibilities. Do not enter the phrase "see attached" and do not attach any documents. Similar to the PDF or Word version of this form, the space will expand. When using the My Data form, begin typing here. When printing, check the box "print addendum" on the print screen so that all the data entered will print as an addendum.

Describe the regular and recurring work that will be required of the incumbent. Include duties that are performed 10% or more of the total work time (i.e., 4 or more hours per week). Start with the most important requirement or the largest percentage of time. Please group similar duties together. For each duty or group of tasks, describe the work to be performed, including methodologies and technologies.

For all agencies except USAID: The following statement should be included on every PD, at the end of Section 11, to address the issue of "other duties as assigned". No percentage of time is allocated to this statement.

Note: "This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency."

Minimum Qualification Requirements: These requirements must reflect the minimum knowledge, skills and abilities (KSAs) required to successfully fulfill the duties at the full performance level. These will not necessarily be the KSAs of the current or previous incumbent. All requirements must state "is required" or "must." The words "desired" or "preferred" are not to be used.

Some of the categories are split into pre-hire and post-hire levels. Pre-hire levels are those KSAs that the applicant is expected to already have before coming to work for the US government. Post-hire levels take into account the knowledge, skills and abilities that can only be obtained after being hired. Both pre-hire and post-hire levels are used during classification; however, only pre-hire levels are used during recruitment.

12. Knowledge is the theoretical or practical understanding of a subject, which includes the necessary information, subjects, and topics that should be known to successfully fulfill the duties.
- 12a. Pre-hire (Operational): This covers knowledge of the external environment or standard practices in the host country. This may be political, legal, occupational safety practices, accounting standards, building practices, and/or the business environment.
- 12b. Post hire (Organizational): This covers knowledge of US government workings and structure. Consider requirements to understand internal procedures, agency and USG regulations, policy, purpose of organization and its staff.
13. Education: List the minimum education level required for effective performance. For post-secondary education (i.e., university degree, master's degree and PhD), you must list a field of study that is directly related to the duties and responsibilities of the position. No more than five specific fields of study should be listed.



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14. **Licensing/Certifications/Training:** This is the mandatory licensing, certifications or training that is required to reach effective performance within a reasonable period of time. Some licensing or certification are required at the point of hire, such as valid driver license, technical or specialist certification (technical, medical), others would be obtained during employment such as Overseas Personnel System training, Smith System Safe Driver training, Contracting Officer's Representative training, Grants Officer Representative training, basic consular training. Do not include training that is required of all employees, such as new employee orientation, cybersecurity, etc.
15. **Work Experience:** What experience does the incumbent need to successfully perform the duties and responsibilities of the position? State the minimum amount of time in months or years required. Do not cite a range of years (3-5 years of experience) or use progressive experience. Instead, list the minimum number of months or years (e.g., minimum of 6 months experience, or minimum of 4 years of experience.).
- 15a. **Nonsupervisory:** Please list the minimum experience needed to effectively perform the non-supervisory duties and responsibilities of the position.
- 15b. **Supervisory:** List the amount and type of previous supervisory experience required to successfully perform the supervisory duties of the position. The supervisory experience should be part of the total years of experience such as minimum four years of experience, of which at least one year is in supervisory role. Please note that if a position supervises less than three employees, best practice is not to require supervisory experience in order not to exclude first time supervisors.
16. **Language Proficiency:** Indicate the degree of proficiency in a language or languages required for performance of the duties of the position. State the minimum level for reading, speaking, and writing. The proficiency should be consistent with the communication requirements needed to perform the duties and responsibilities of the position." See OE policy "Pre-Employment English Language and Other Testing".
17. **Pre-hire Skills and Abilities:** List skills & abilities that a candidate needs to have to be hired into the position, e.g., interview for HR Recruiter, presentation & public speaking for trainer, counseling for supervisor, drafting building plans for architect, interpersonal for CLO, etc.
18. **Post-hire Skills and Abilities:** List any additional skills and abilities that can be built during employment, e.g., data analysis, communication with diverse audiences, federal fund management, etc.
19. **Special Work Environment or Conditions:** Use this space if the position is subject to a special work environment or conditions, such as if the position is required to travel significantly (25% or more), or if position is expected to be on-call/standby. All special work environment or conditions must be consistent with local law.
20. **Post PD Review Notes. FOR HR USE ONLY.** Please use the space to annotate changes made to the PD during Post PD Review.

Full Performance Level: Below is a guideline for the typical period of time a new employee would need to reach full performance level. This should not be confused with a training grade or the probationary period.

Grades 1-3 – Three months
Grades 4-6 – Six months
Grades 7-9 – Nine months
Grades 10-12 – One year